

NASA SHARED SERVICES CENTER

Classification Appeals Service Delivery Guide

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Approved by

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Date

NSSC

DOCUMENT HISTORY LOG

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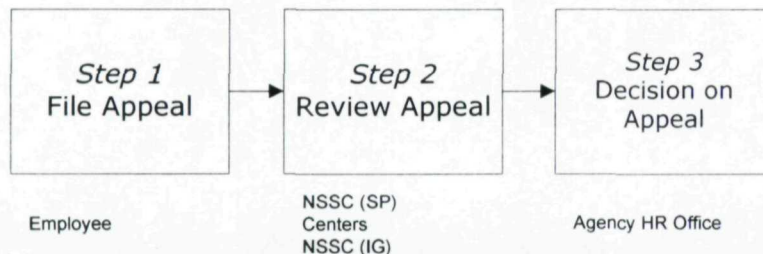
Classification Appeals

Introduction

NASA Centers are responsible for properly classifying positions and addressing employee concerns about classification decisions. If an employee disagrees with the decision, the employee is encouraged to first appeal the decision through the Center appeals process. Employees may appeal grade, occupational series, and sometimes the title of their position. Once the Center appeals process has been exhausted, or if the employee elects to bypass the Center process, the employee may appeal the Center decision to the Agency. Agency appeals are forwarded to the NASA Shared Service Center (NSSC) for review, audit, and preparation of a proposed decision. NASA HQ's Office of Human Capital Management (OHCM) will make the final determination.

Process

Overview of Classification Appeals Process



Roles and Responsibilities	Action	Tips
Step 1 Employee Files Appeal	If an employee is not satisfied with his/her respective Center review, the employee may appeal the classification decision to the Agency, through NSSC. An appeal must be in writing, signed by the appellant, and addressed to the level the appellant is appealing (Center, Agency, or OPM). The employee may also bypass the Agency appeal process and appeal directly to OPM. This guide covers the Agency Appeal	The appeal must include the employee's address, office phone, current position information (number, title, series, grade, and pay plan), organizational unit and location of position,

Roles and Responsibilities	Action	Tips
	<p>process.</p> <p>Output: Appeal letter/memo</p>	<p>sought position information (title, series, grade, or classification sought), factual presentation of reasons why appellant believes position is improperly classified, copy of position description (PD), and name and contact information for the employee's representative if designated.</p>
<p>Step 2 NSSC (SP) Review Appeal— Classification Audit</p>	<p>Within 2 business days of receiving an appeal, the NSSC (SP) reviews the appeal to ensure that all required information is included. If the appeal is missing information, NSSC immediately notifies the appellant to provide the missing information. If the appeal is complete, the NSSC notifies the respective Center and Agency within 2 business days of receiving a complete appeal. The NSSC (SP) develops an understanding of the issues associated with the appeal, and contacts appropriate classification auditors.</p> <p>Output: Accepted and reviewed appeal request; issues identified</p>	<p>Appeals may be allowed for a General schedule (GS) position to be changed to the Federal Wage System (FWS) or FWS position changed to GS.</p>
<p>Step 2</p>	<p>Respective Centers provides official and supporting audit</p>	<p>Documents may include PD,</p>

Roles and Responsibilities	Action	Tips
Center Review Appeal—Verify Information	documents and other appropriate documents needed, within 5 business days after notification, to the NSSC. These documents assist the NSSC in evaluating the position appealed.	evaluation statements, comparable PDs, organizational charts, Center decision, etc.
Step 2 NSSC (SP) Review Appeal—Conduct Audit	<p>Output: Reviewed position description (PD) and other supporting documents</p> <p>NSSC (SP) collects any supporting documentation for position classification appeal and determines if other information is needed. NSSC (SP) determines interview schedule and methods. When the interview schedule is established, NSSC auditors coordinate with the respective Center's HR Office, employee, employee's supervisor, and/or other individuals to schedule interviews. NSSC also coordinates travel, if required. Upon completion of document review and interviews, NSSC (SP) makes a classification recommendation. Based on their recommendation, NSSC (SP) writes a final Position Evaluation Report to include all findings; then drafts a Decision Memo to be sent to NSSC (IG) for review no later than 20 calendar days after receipt of the complete classification appeal (appeal that included all required information from appellant/employee and the Center).</p> <p>Output: Audit schedule;</p>	<p>Centers will fund travel.</p> <p>On-site interviews may not be necessary under certain circumstances.</p> <p>Decisions are based on auditor's knowledge of work and skill classification.</p>

Roles and Responsibilities	Action	Tips
<p>Step 2 NSSC (IG) Review Appeal— Review Draft Decision</p>	<p>classification recommendation; Position Evaluation Report; Draft Decision Memo</p> <p>NSSC (IG) reviews and concurs with the draft Decision Memo; then forwards recommendation to Agency HR Office for review and final position determination. The recommended decision must be referred to the Agency OHCM no later than 25 calendar days after the complete appeal, with all required information, was received by the NSSC (SP).</p>	
<p>Step 3 Agency HR Office Decision on Appeal</p>	<p>Output: Appeal package with concurrence</p> <p>The OHCM, upon receipt of NSSC draft decision, issues its final decision on the appeal, no later than 30 calendar days after the complete appeal, with all required information, was received by the NSSC (SP). The OHCM then notifies all participants of their final decision.</p> <p>The Agency HR Office develops and coordinates the submission and request for information from OPM, if required.</p> <p>Output: Final position classification decision</p>	<p>The final decision on the appeal must be provided to the employee within 30 days after both the employee and the Center have provided all required information to the NSSC (SP)</p>

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
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Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Employee	Appeal letter/memo	NSSC (SP)	N/A
NSSC (SP)	Request for supporting documents	Center	Provides request within 2 days after receiving a complete appeal (an appeal that contains all required information)
Center	Supporting documents	NSSC (SP)	Provides requested materials to NSSC within 5 business days after notification of appeal
NSSC (SP)	Draft Decision Memo	NSSC (IG)	Submit recommended decision to NSSC (IG) no later than 20 calendar days after receipt of complete appeal, with all required information
NSSC (IG)	Recommended decision	Agency OHCM	Submit recommended decision to Agency OHCM no later than 25 calendar days after NSSC received complete appeal, with all required information
Agency OHCM	Final decision	All	Issue final decision no later than 30 calendar days after NSSC received complete appeal, with all required information
OHCM	Submission to OPM (if required)	OPM	Forward appeals addressed to OPM Regional Office

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
			within 60 calendar days from date of initial receipt of appeal

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

System Components

Existing Systems

<i>IT System Title</i>	<i>IT System Description</i>	<i>Access Requirements</i>	<i>IT System Interfaces</i>
<i>Coordination of Position Classification Appeals</i>	<i>Gather Supporting Documentation for case file, arrange for job audit; prepare reports as needed. Located at NASA Centers.</i>		<i>Access to FPPS data warehouse; Access to Position Description Manager</i>

Contact Center Strategy

Refer to Contact Center Call Management Strategy

Appendix X

Classification Appeals Process

Start

Employee

File Request for
Position
Classification
Appeal
(See Note 1.)

NSSC (SP)

Review Request
for Completeness
and Accuracy
(See Note 2)

Notify Center and
Agency HR Offices

Center

Agency

Center HR
Office

Ensure that Position
Description and
Classification are
Current and
Accurate

Notify NSSC of any
Changes to Position
Description or
Classification
(See Note 3.)

Develop
Understanding of
Issues Associated
with Request

Determine and
Contact
Appropriate
Classification
Auditor
(See Note 4.)

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Note 1:

Employee may appeal to Center or directly to agency or OPM.

Note 2:

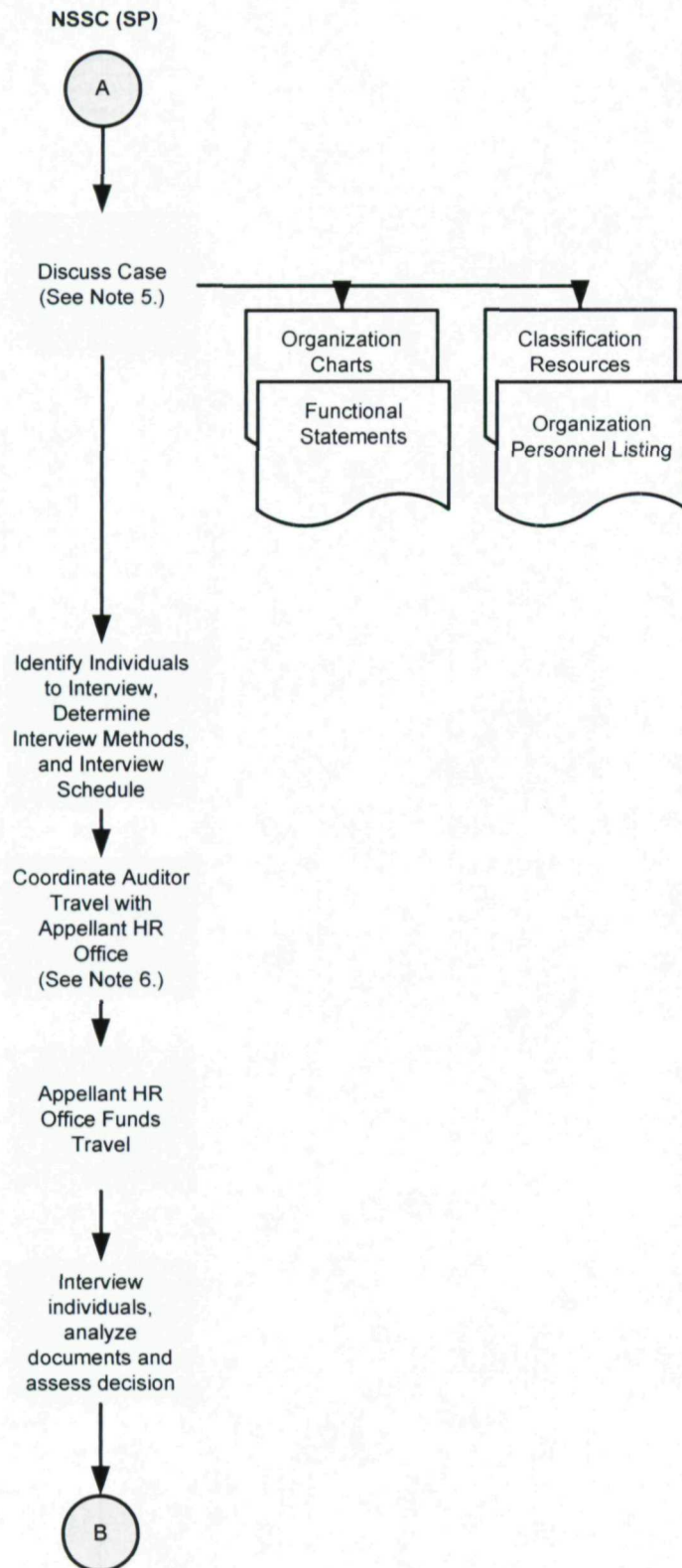
Should include pertinent information about the position, such as the position description, and reasons for the appeal. An appeal must be in writing, signed by the appellant, and addressed to the level appellant is appealing (Center, Agency, or OPM). The appeal must include the employee's address, office phone, current position information, (number, series, title, grade, and pay plan), organizational unit and location of the position, sought position information, (title, series, grade, or classification sought), factual presentation of reasons why appellant believes position is improperly classified, copy of PD, and name and contact information for the employee's representative, if designated.

Note 3:

Center HR Office must notify NSSC within 3 calendar days or appeal will proceed with the Position Description and Classification of record.

Note 4:

Decision based on auditors knowledge of work and skill of classification



Note 5:

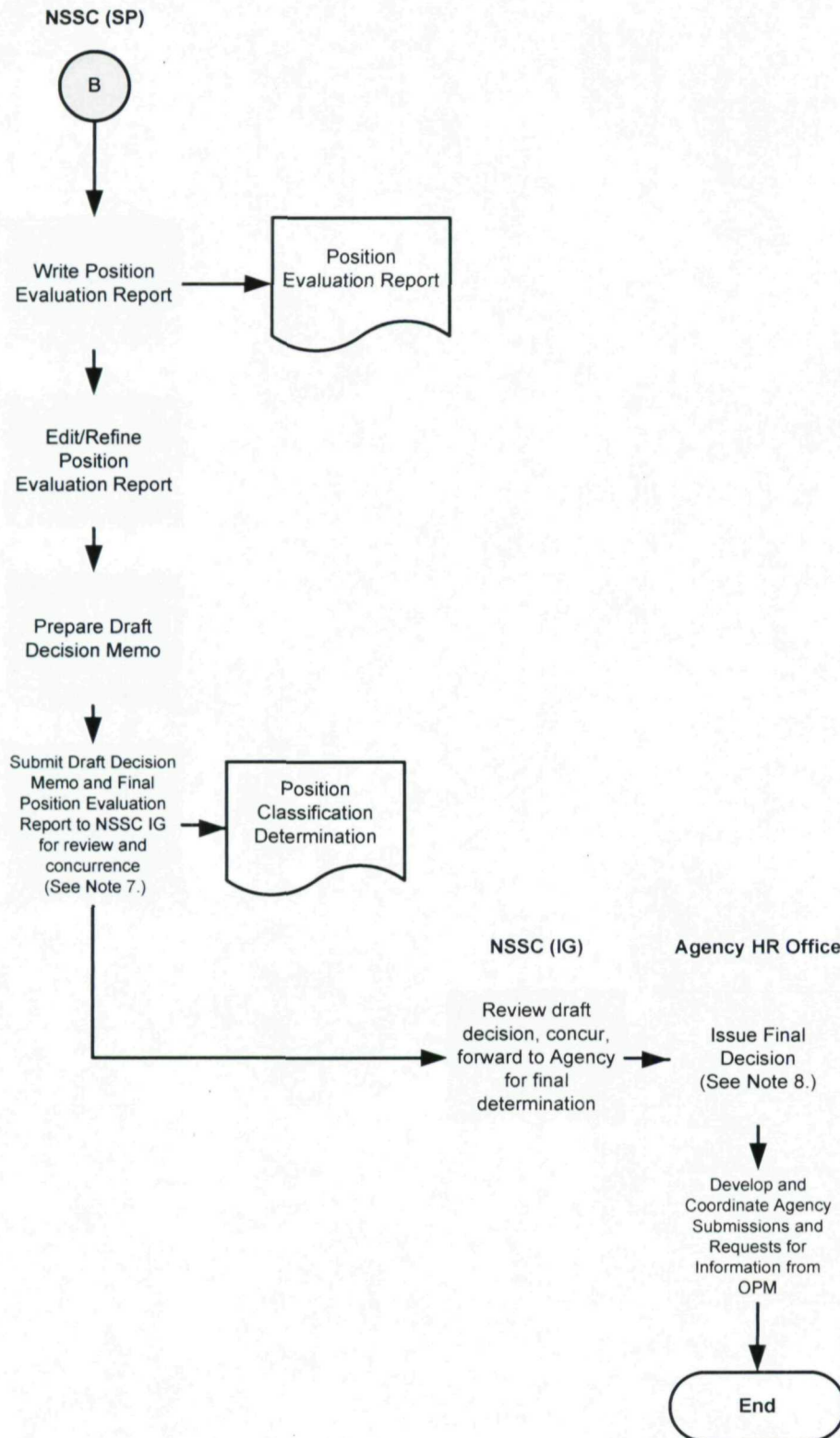
- Schedule Audit
- Determine additional needs from Appellant's Office

Note 6:

On-site interviews may not be necessary under certain circumstances

Interviews may include:

- Employee
- Supervisor
- Employees in similar areas of work
- Employees in areas that impact complainants job



Note 7:

Includes:

- Position Evaluation Report
- Proposed Final Determination

Note 8:

- Must be within 30 calendar days of receipt of all required appeal documentation (when all requested information is provided to auditor)
- Issue to Center, employee, and Agency HR